

**Verizon New England Inc.  
d/b/a Verizon Massachusetts**

**Commonwealth of Massachusetts**

**Docket No. 06-6**

**Respondent:** John Conroy  
**Title:** Vice President Regulatory-MA

**REQUEST:** Department of Telecommunications and Energy, Set #1

**DATED:** April 21, 2006

**ITEM:** DTE 1-1 Please provide a summary of network trouble reports for the Town of Middlefield ("Middlefield" or "Town") for the past two years (i.e., January 1, 2004, through the present) on a monthly basis. Please include a description of the nature of trouble reports for the Town.

**REPLY:** A list of the network trouble reports per 100 lines for customers in the Town of Middlefield for the period requested are listed in Verizon MA's Reply to DTE 1-2 and are derived from Verizon MA's monthly Service Quality Reports filed with the Department. The remaining requested data, which is not provided in those reports, is not readily available and would require a time-consuming, dedicated manual work effort to determine whether any such detail exists.

VZ #1

**Verizon New England Inc.  
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**Commonwealth of Massachusetts**

**Docket No. 06-6**

**Respondent:** John Conroy  
**Title:** Vice President Regulatory-MA

**REQUEST:** Department of Telecommunications and Energy, Set #1

**DATED:** April 21, 2006

**ITEM:** DTE 1-2 Referring to Question DTE-1-1 above, provide a comparison of Middlefield's percentage of trouble reports to the statewide averages for the same two-year period.

**REPLY:** The following information is derived from Verizon MA's monthly Service Quality Reports filled with the Department.

	Reports per 100 lines Middlefield	Reports per 100 lines Statewide		Reports per 100 lines Middlefield	Reports per 100 lines Statewide
<b>Jan-04</b>	3.06	1.19	<b>Jan-05</b>	4.25	1.49
<b>Feb-04</b>	1.36	1.18	<b>Feb-05</b>	1.53	1.22
<b>Mar-04</b>	1.19	1.24	<b>Mar-05</b>	0.68	1.32
<b>Apr-04</b>	2.21	1.89	<b>Apr-05</b>	2.21	1.36
<b>May-04</b>	11.05	1.60	<b>May-05</b>	1.87	1.57
<b>Jun-04</b>	7.31	1.55	<b>Jun-05</b>	4.76	1.75
<b>Jul-04</b>	4.25	1.79	<b>Jul-05</b>	7.31	1.86
<b>Aug-04</b>	6.97	1.79	<b>Aug-05</b>	11.56	1.82
<b>Sep-04</b>	4.08	1.60	<b>Sep-05</b>	7.14	1.58
<b>Oct-04</b>	2.04	1.35	<b>Oct-05</b>	11.73	2.76
<b>Nov-04</b>	0.85	1.20	<b>Nov-05</b>	3.57	1.46
<b>Dec-04</b>	3.57	1.44	<b>Dec-05</b>	9.69	1.45
			<b>Jan-06</b>	2.72	1.63
			<b>Feb-06</b>	3.23	1.24

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**REQUEST:** Department of Telecommunications and Energy, Set #1

**DATED:** April 21, 2006

**ITEM:** DTE 1-3 Referring to Question DTE-1-1 above, please provide the percentage of trouble reports cleared within 24 hours for both residential and commercial customers. For trouble reports not cleared within 24 hours, please provide the average cleared time for each year for the two-year period. In addition, please provide a comparison of Middlefield's percentage of time to clear trouble reports to the statewide averages for the same two-year period.

**REPLY:** Verizon MA's monthly Service Quality Reports filed with the Department do not provide the requested information by central office or municipality. The requested information is not readily available and would require a time-consuming, dedicated manual work effort to determine whether such detail exists.

VZ #3

**Verizon New England Inc.  
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**Commonwealth of Massachusetts**

**Docket No. 06-6**

**Respondent:** John Conroy

**Title:** Vice President Regulatory-MA

**REQUEST:** Department of Telecommunications and Energy, Set #1

**DATED:** April 21, 2006

**ITEM:** DTE 1-4 Referring to the public hearing transcript at 31, please state whether Verizon captures trouble reports sent through the dispatcher via radio.

**REPLY:** Verizon MA captures all trouble reports received by its repair personnel in the Verizon repair call center.

VZ #4

**Verizon New England Inc.  
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**Commonwealth of Massachusetts**

**Docket No. 06-6**

**Respondent:** John Conroy

**Title:** Vice President Regulatory-MA

**REQUEST:** Department of Telecommunications and Energy, Set #1

**DATED:** April 21, 2006

**ITEM:** DTE 1-5 Please provide complete and detailed documentation as to the Company's policy for clearing trouble reports on Friday, and state whether the policy is followed in Middlefield.

**REPLY:** Verizon MA's policy is to clear trouble reports as quickly as possible, regardless of the day of the week or the location of the trouble.

VZ #5

**Verizon New England Inc.  
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**Commonwealth of Massachusetts**

**Docket No. 06-6**

**Respondent:** John Conroy  
**Title:** Vice President Regulatory-MA

**REQUEST:** Department of Telecommunications and Energy, Set #1

**DATED:** April 21, 2006

**ITEM:** DTE 1-6 Please discuss if Verizon has received reports from town officials regarding repeated 911 system failures. If yes, provide complete and detailed documentation of the procedures followed by the Company to address the problem(s).

**REPLY:** Verizon MA has not received reports from town officials regarding repeated Enhanced 911 system failures in the Town of Middlefield.

VZ #6

**Verizon New England Inc.  
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**Docket No. 06-6**

**Respondent:** John Conroy

**Title:** Vice President Regulatory-MA

**REQUEST:** Department of Telecommunications and Energy, Set #1

**DATED:** April 21, 2006

**ITEM:** DTE 1-7 Referring to the public hearing transcript at 7 and 42, Verizon's representative indicated that Verizon has almost completed (i.e., 95%) a construction project that replaced the main cable feed from the Becket central office to a remote terminal in Middlefield with a new fiber-optic cable. In its reply to comments made at the public hearing, the Company stated that this construction project was completed on April 3, 2006. Please state whether the main cable feed is now operational and fully attached to the Middlefield system.

**REPLY:** Verizon MA's new cable feeding the Town of Middlefield is operational.

VZ #7

**Verizon New England Inc.  
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**Docket No. 06-6**

**Respondent:** John Conroy  
**Title:** Vice President Regulatory-MA

**REQUEST:** Department of Telecommunications and Energy, Set #1

**DATED:** April 21, 2006

**ITEM:** DTE 1-8 State whether Verizon intends to undertake any additional maintenance projects to address other concerns expressed by the Town (e.g., leaning poles, dropped wires).

**REPLY:** Verizon MA performs routine maintenance on its equipment an ongoing basis. Verizon MA has no solely owned double poles in the Town of Middlefield, but rather has jointly owned double poles with Western Massachusetts Electric Company ("WMEC"). WMEC is responsible for the maintenance of these jointly owned poles in the Town of Middlefield, as mutually agreed to by the two companies.

VZ #8



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**Docket No. 06-6**

**Respondent:** John Conroy

**Title:** Vice President Regulatory-MA

**REQUEST:** Department of Telecommunications and Energy, Set #1

**DATED:** April 21, 2006

**ITEM:** DTE 1-9 Several residents expressed concern regarding the remote boxes on Town Hill Road and Reservoir Road and specifically asserted that when workers are seen at the boxes, the telephone system goes down (see e.g., public hearing transcript at 11-12, 40). Please state whether Verizon's records show any correlation between work being performed on those facilities and phone problems at the same time in those areas of the town. If yes, state the actions Verizon intends to take to resolve the problem.

**REPLY:** No.

VZ #9

**Verizon New England Inc.  
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**Docket No. 06-6**

**Respondent:** John Conroy  
**Title:** Vice President Regulatory-MA

**REQUEST:** Department of Telecommunications and Energy, Set #1

**DATED:** April 21, 2006

**ITEM:** DTE 1-10 In the Company's reply to comments made at the public hearing, Verizon states that its "practices and procedures clearly permit a third party to report an out-of-service condition on another customer's telephone line." Please provide complete and detailed documentation as to the Company's practices and procedures related to third-party reports.

**REPLY:** A third party is someone other than the customer of record or the customer's authorized agent, such as an enhanced service provider, equipment vendor, alarm company, etc. When a third party calls Verizon MA to report a trouble on another customer's telephone line, a Verizon representative will advise the caller if there is a cable failure affecting the area, conversation on the line, or customer equipment related problems that Verizon MA is unable to repair. The Verizon representative will take the trouble report from the third party caller and, in the case of a trouble report on a business line, may attempt to contact the business by making a pro-active call to the business' alternative listed number.

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**REQUEST:** Department of Telecommunications and Energy, Set #1

**DATED:** April 21, 2006

**ITEM:** DTE 1-11 Referring to the public hearing transcript at 16-21, please address the following questions:

- (a) Provide complete and detailed documentation of the Company's policy regarding condemning poles;
- (b) Provide complete and detailed documentation of Verizon's interactions with the customer at 413-623-0004, including, but not limited to, any record of the customer calling in to report telephone problems and any other notation made in the customer's file; and
- (c) State whether the Company has repaired the telephone line at 413-623-0004, and if so, state the date the repair took place.

**REPLY:**

- (a) See Verizon MA's Reply to DTE 1-8. WMEC – not Verizon - is responsible for maintenance and replacement of jointly owned poles in the Town of Middlefield.
- (b) Verizon MA considers customer records proprietary and will disclose that data to the Department only upon express consent of the customer.
- (c) Verizon MA closed the last trouble report on Account Number 413-623-0004 on January 25, 2006, at 12:50 P.M.

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**DATED:** April 21, 2006

**ITEM:** DTE 1-12 Referring to the public hearing transcript at 34-35, state whether Verizon has addressed the problem of acid leaking on the lines in the box located at Middlefield City Hall. If yes, state the date the problem was corrected.

**REPLY:** Verizon MA is unable to respond to the request given the level of information that is provided. Additional information, such as the date of this trouble report and the circuit identification for the lines reported, would be necessary.

VZ #12

**Verizon New England Inc.  
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**Docket No. 06-6**

**Respondent:** John Conroy  
**Title:** Vice President Regulatory-MA

**REQUEST:** Department of Telecommunications and Energy, Set #1

**DATED:** April 21, 2006

**ITEM:** DTE 1-13 At the public hearing, residents expressed regarding double poles (see e.g., public hearing transcript at 29). Please provide a report on the removal of double poles in Middlefield in the past year (i.e., since January 1, 2005). State whether the removal schedule and the practices followed complied with the Department's requirements in the Report to the Massachusetts Legislature Relative to Reducing the Number of Double Utility Poles Within the Commonwealth, D.T.E. 03-87 (2003).

**REPLY:** See the attached excerpt from the biannual, Massachusetts Double Pole Report filed with the Department on May 5, 2006, in D.T.E. 03-87.

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**REQUEST:** Department of Telecommunications and Energy, Set #1

**DATED:** April 21, 2006

**ITEM:** DTE 1-14 Referring to the public hearing transcript at 23, please provide complete and detailed documentation of Verizon's policy for responding to trouble reports from third-party vendors (e.g., GroveLine). State whether this policy differs from the Company's policy for responding to trouble reports from residential customers.

**REPLY:** Verizon MA's policy for responding to trouble reports from third-party vendors regarding residential customers of those third-party vendors does not differ from Verizon MA's policy for responding to trouble reports from its own residential customers. Verizon MA's policy is to restore service as soon as possible.

MA D.T.E. 06-6 – ATTACHMENT to  
Verizon MA's Reply to DTE 1-13

ATTACHMENT A							
D.T.E. 03-87 DOUBLE POLE STATUS GRID							
COMBINED SUMMARY REPORT FOR BACKLOG AND NEW DOUBLE POLES							
Reporting Period: November 1, 2005 to April 30, 2006							
CITY OR TOWN	POLE OWNERSHIP TYPE	POLE OWNER 1	POLE OWNER 2	REMAINING POLES			
				REMAINING BACKLOG POLES	NEW DOUBLE POLES REMAINING AT END	TOTAL POLES REMAINING (BACKLOG AND NEW DOUBLE POLES)	
MENDON	JO	MASSACHUSETTS ELECTRIC	VERIZON	7	29	36	
MENDON	SO	VERIZON		8	0	8	
MERRIMAC	SO	VERIZON		59	0	59	
METHUEN	JO	MASSACHUSETTS ELECTRIC	VERIZON	52	34	86	
MIDDLEFIELD	JO	WESTERN MASSACHUSETTS ELECTRIC	VERIZON	0	1	1	
MILFORD	JO	MASSACHUSETTS ELECTRIC	VERIZON	1	85	86	
MILLBURY	JO	VERIZON	MASSACHUSETTS ELECTRIC	34	20	54	
MILLIS	JO	NSTAR	VERIZON	42	48	90	
MILLVILLE	JO	MASSACHUSETTS ELECTRIC	VERIZON	2	26	28	
MILTON	JO	NSTAR	VERIZON	14	85	99	
MILTON	SO	NSTAR		1	0	1	
MONROE	JO	MASSACHUSETTS ELECTRIC	VERIZON	5	0	5	
MONSON	JO	MASSACHUSETTS ELECTRIC	VERIZON	3	11	14	
MONTAGUE	JO	WESTERN MASSACHUSETTS ELECTRIC	VERIZON	18	56	74	